
Position: Safety & Hospitality Ambassador Lead

JOB POSTING ACTIVE: Ongoing

Apply online at DowntownSpokane.org/employment. Applications are reviewed as received and selected candidates will be contacted directly. No walk-ins.

About DSP: The Downtown Spokane Partnership (DSP) is dedicated to the creation of a dynamic, vibrant, livable, and sustainable Downtown. As a private, 501c(6) not-for-profit organization, DSP serves as Spokane's central city advocate focused on economic and community vitality initiatives. As the manager of the Downtown Spokane Business Improvement District (BID) since 1995, DSP provides supplemental programs and enhanced services in the 80-block area that includes nearly 1,500 property owners and business tenants. To learn more about DSP, visit DowntownSpokane.org.

About the Position: Safety & Hospitality Ambassador Lead is responsible for supporting company programs that proactively improve the public's experience in downtown Spokane, enhance the public realm and mitigate the issues within the boundaries of the BID. With supervision and support from the VP of Safe & Clean Programs, the Ambassador Lead performs day-to-day Safety & Hospitality Ambassador duties while working to support security and hospitality services, including training and safety programs, business checks, personnel management, and equipment maintenance while also building relationships with downtown stakeholders, BID ratepayers and city departments.

Reports To: Vice President, Safe & Clean Programs
Starting Salary Range: \$22-25/hr (DOE)
Classification: Non-Exempt, Full Time (40 hours per week)
Employee Benefits*:

- 100% Employer paid Health, Vision, and Dental Insurance
- 100% Employer paid Long Term Disability & Life Insurance
- 12 paid holidays off annually
- 80 hours of accrued vacation plus Washington sick leave
- Simple IRA with employer-paid 3% match
- \$50 monthly transportation/parking stipend
- Uniform stipend
- Bonus eligibility

**Some benefits subject to full time classification and waiting/probationary periods.*

Responsibilities & Duties: Essential responsibilities of this position include but are not limited to:

Supervise Safety & Hospitality Operations:

- Identify daily work goals and objectives to address conditions that adversely impact the downtown area or those living, working, or visiting the area.
- Oversee day-to-day Ambassador activities, including route completion, reporting and contacts.
- Resolve customer complaints via phone or email.

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Supervise Safety & Hospitality Operations Cont'd:

- Support development and distribution of staffing schedules, ensuring adequate staffing to meet daily needs.
- Provide regular coaching, motivation and initiate corrective action to ensure desired performance is achieved.
- Assist with recruiting, hiring, selecting, orienting, and training employees, and developing personal growth opportunities.
- Assist VP of Safe & Clean Programs in conducting formal performance evaluations and monthly reporting of activities.
- Promote an Accident-Injury free workplace, ensuring Ambassadors are working in a safe and responsible manner with appropriate equipment for assigned tasks and that protocols and reports are completed for any on-the-job employee injury, including evaluation and prevention plans.
- Coordinate fleet maintenance and supply management, including UTV, e-bikes, radios, mobile phones, uniforms, and first aid supply inventory.
- Manage monthly report production using digital tracking records to display information.
- Manage and direct CPTED evaluations for BID ratepayers, including development of reports and recommendations.

Day-to-Day Ambassador Duties:

- Greet and engage with members of the public, including with visitors, students, workers, residents, and businesses in various settings and all weather conditions.
- Respond to inquiries for general information regarding downtown activities and businesses (including governmental offices) as well as nearby special events and programs.
- Provide a visible uniformed presence to enhance the feeling of safety, with a goal of deterring crime and discouraging negative or nuisance behavior.
- Offer safety escorts upon request from locations in the BID area to destinations within the BID.
- Visit with businesses in the BID, providing notification of important community information and events, and listening to and reporting any community related concerns.
- Provide additional uniformed presence and assistance at downtown events.
- Report and document disturbances, graffiti, vandalism, and other observed criminal activity, including referrals to City Code Enforcement or the Spokane Police Department.
- Promote a clean downtown by picking up and disposing of trash or litter while performing other duties. Report incidents of large item trash dumping in public rights of way (such as sofas and appliances, etc.)
- Support efforts to collect public surveys and data, distribute information and promote the BID.
- Utilize radios and mobile phones to document and report activity.
- Enhance understanding of the unhoused, disabled, mentally ill and transient street population to support outreach and assistance to appropriate resource providers.
- Participate in regular training and development.
- *Other duties may be requested/assigned.*

About You: This position requires attention to detail in carrying out daily assignments, documentation and communication. The right candidate can easily network and establish rapport and connections with individuals and groups; is a team player with effective supervisory skills; strives to improve operations; and, has a nimble mindset informed by on-the-ground realities.

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Qualifications:

- Passion for downtown Spokane with exceptional work ethic and ability to exemplify DSP core values: Collaborative, Innovative, Diverse.
- Display sound judgment and ability to maintain professional decorum under pressure with a positive attitude, strong communication skills and ability to convey information clearly.
- Experience working in a fast-paced environment and an ability to work quickly and efficiently to problem solve with an ability to quickly adapt to changing circumstances.
- Appreciate the need to employ appropriate de-escalation techniques calmly and sensitively.
- Familiarity of area geography and major downtown destinations, including government offices, community venues, arenas as well as popular restaurants, bars, and shops.

Requirements:

- Ability to learn/retain directions, facts, etc.
- Minimum two (2) years' experience working in a related field, including PBID/BIA, tourism, hospitality, government law enforcement, or other service related industry.
- Physical stamina to lift/push/pull heavy objects up to 50 lbs outdoors in all weather conditions as required, including standing/walking for 8-10 hours per day.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
- Ability to speak, read, write, and understand English effectively to complete job duties.
- Proficient with Mobile Phones, Smart Devices, radios and basic computer knowledge.
- Flexibility in scheduling, including willingness to work weekends and/or some evenings.
- Valid Driver's License with insurable driving record.
- Pass background & drug screening.
- Crisis Intervention, Basic First Aid/CPR, and/or CPTED Training. *(preferred)*

Downtown Spokane Partnership is an equal opportunity employer and is committed to inclusion and diversity. DSP recruits, employs, trains, compensates, and promotes regardless of race, religion, color, national origin, sex, gender identity or expression, sexual orientation, disability, age, veteran status, and other protected statuses as required by applicable law. All employees must have permission to work in the U.S.; employment eligibility verification is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. DSP does not discriminate based on genetic information in its employment-related policies and practices, including coverage under its health benefits program.